



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

ONE SOUTH STATION

BOSTON, MA 02110
(617) 305-3500

MITT ROMNEY
GOVERNOR

KERRY HEALEY
LIEUTENANT GOVERNOR

BETH LINDSTROM
DIRECTOR
OFFICE OF CONSUMER AFFAIRS
AND BUSINESS REGULATION

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May 5, 2004

SENT BY E-Mail, and
First Class U.S. Mail

Thomas P. O'Neill, Esq.
KeySpan Energy Delivery
52 Second Avenue
Waltham, MA 02451

Re: Colonial Gas Company, D.T.E. 05-18

Dear Mr. O'Neill:

Enclosed is the first set of information requests by the Department of Telecommunications and Energy to Colonial Gas Company regarding the above-captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., May 19, 2004.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel
Hearing Officer

Enc.
cc: Service List
Mary Cottrell, Secretary

FIRST SET OF INFORMATION REQUEST OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
COLONIAL GAS COMPANY

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits to Colonial Gas Company ("Colonial" or "Company") the following information request(s) with respect to the March 1, 2005 Service Quality ("SQ") Report, ("Filing") D.T.E. 05-18.

INSTRUCTIONS

The following instructions apply to this set of Information Requests and all subsequent Information Requests issued by the Department to the Company in this proceeding.

1. Each request should be answered in writing on a separate, three-hole punch page with a recitation of the request, a reference to the request number, the docket number of the case and the name of the person responsible for the answer.
2. Do not wait for all answers to be completed before supplying answers. Provide the answers as they are completed.
3. These requests shall be deemed continuing so as to require further supplemental responses if the Company or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
4. The term "provide complete and detailed documentation" means:

Provide all data, assumptions and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports and planning documents from which data, estimates or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers.
5. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, handwritten notes, records or reports, bills,

First Set of Information Requests

checks, articles from journals or other sources and other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

6. If any one of these requests is ambiguous, notify the Hearing Officer so that the request may be clarified prior to the preparation of a written response.
7. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer.

Requests

- DTE 1-1 Please explain how the Company calculates the number of responses to Odor Calls. Specifically, if the Company receives more than one call regarding the same odor source, does the Company count this as one call or as multiple calls?
- DTE 1-2 Please refer to Section 1, Form A. For each of the performance measures, provide an electronic (spreadsheet) copy of the historical performance data showing how the Company calculated the mean, standard deviation, the credit benchmark, the Company's 2004 performance, and the penalty/credit amounts.
- DTE 1-3 Please refer to Section 1, Form A. Compare and contrast the results of the 2002 and 2003 Customer Surveys with the results for 2004.
- DTE 1-4 Please refer to Section 2, Historical Performance Data.
- (a) Show the figures for each performance measure in graphical form. You may use either a bar chart or a line graph. Include all the years in the database up to 2004.
 - (b) Explain any observed trend in the performance measures since 2001.
- DTE 1-5 Please refer to Section 1, Form A.
- (a) Please explain why, for each month of 2004, Colonial's actual performance for on cycle meter reads falls below the penalty benchmark.
 - (b) Please address whether the benchmark might be met with the addition of new employees.
 - (c) Provide the number of employees at Colonial who are involved in meter reads and provide the number at Essex and Boston Gas doing a similar job function.

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- (d) Address in detail why Essex and Boston Gas were able to meet the benchmark but Colonial was not.
- (e) What specific remedies has the Company considered or implemented to resolve the failure to meet the benchmark level for meter reads?

DTE 1-6 Please refer to Section 1, Form A. For consumer division bill adjustments, please address the specific reasons for the Company's failure to meet the benchmark.

DTE 1-7 Please refer to Section 3, Attachment 5 - DTE Satisfaction Tracking Study. Explain the reasons for the higher customer dissatisfaction figures (bottom 3 boxes) for January and November 2004 for the Residential Contact Tracking Survey. Also explain the reasons for the higher numbers for "very dissatisfied" in February, April and November 2004.

DTE 1-8 Please refer to Section 3, Attachment 5 - DTE Satisfaction Tracking Study. Explain the reasons for the higher customer dissatisfaction figures (bottom 3 boxes) for February and March 2004 for the Residential Non-Contact Tracking Survey. Also explain the reasons for the higher numbers for "very dissatisfied" in February and March 2004.